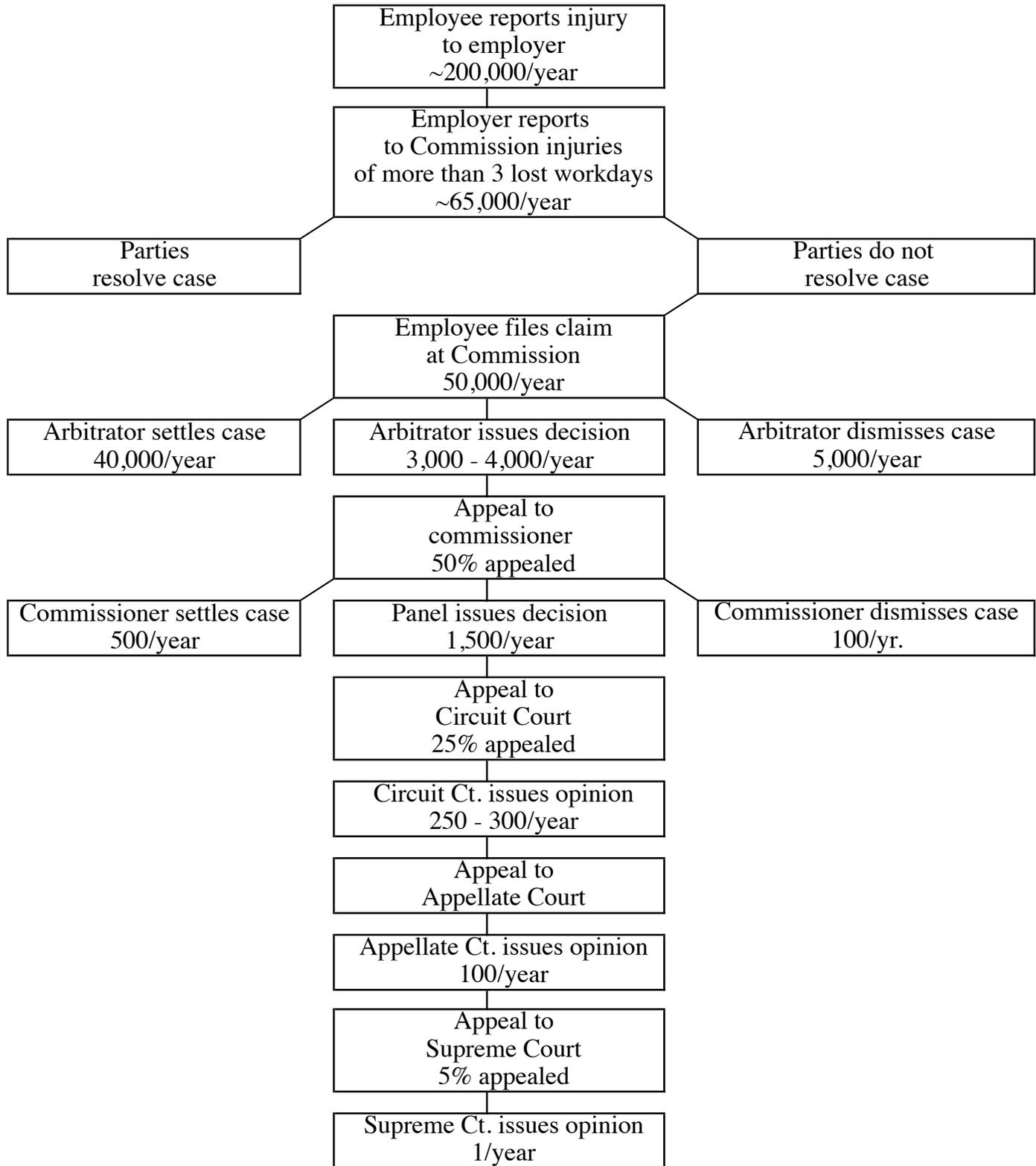


## Flow Chart of Dispute Resolution Process



*Note: Figures are rough.* Cases can go back and forth. There are other processes to hear various motions, insurance compliance cases, etc.